

# Metro D Incident Report May 2012

As of 6/14/2012

## Metro D Desktop Support

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
		High	Low	Medium	FCR Total
Metro D Desktop Support	Denise Wardle	0 0	45 24	1 0	46 24
	Dusty Serr	0 0	40 24	0 0	40 24
	Eldon Jenson	1 1	37 8	0 0	38 9
	Greg Clawson	0 0	127 125	0 0	127 125
	Jon Hager	1 1	89 89	0 0	90 90
	Kevin Perry	0 0	1 1	0 0	1 1
	Lynn McCrary	0 0	2 0	0 0	2 0
	Matthew Earl	0 0	42 42	0 0	42 42
	Michael Schmidt	0 0	62 0	0 0	62 0
	Paul Gedge	0 0	10 5	4 0	14 5
	Philip Henderson	0 0	78 63	0 0	78 63

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		High	Low	Medium	FCR Total
Metro D Desktop Support	Rod Tucker	0	26	0	26
		0	26	0	26
	Steve Gibb	1	23	1	25
		0	1	0	1
	Tina West	0	37	0	37
		0	0	0	0
Assigned to Individual Total		3	619	6	628
		2	408	0	410
Assigned Group Total		3	619	6	628
		2	408	0	410

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
		High	Low	Medium	MIR Total
Metro D Desktop Support	Denise Wardle	0 0	45 2	1 0	46 2
	Dusty Serr	0 0	40 1	0 0	40 1
	Eldon Jenson	1 0	37 2	0 0	38 2
	Greg Clawson	0 0	127 0	0 0	127 0
	Jon Hager	1 0	89 0	0 0	90 0
	Kevin Perry	0 0	1 0	0 0	1 0
	Lynn McCrary	0 0	2 0	0 0	2 0
	Matthew Earl	0 0	42 0	0 0	42 0
	Michael Schmidt	0 0	62 9	0 0	62 9
	Paul Gedge	0 0	10 0	4 0	14 0
	Philip Henderson	0 0	78 5	0 0	78 5

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		High	Low	Medium	MIR Total
Metro D Desktop Support	Rod Tucker	0 0	26 0	0 0	26 0
	Steve Gibb	1 0	23 1	1 0	25 1
	Tina West	0 0	37 4	0 0	37 4
	Assigned to Individual Total	3 0	619 24	6 0	628 24
Assigned Group Total		3 0	619 24	6 0	628 24

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## Metro D Desktop Support

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
		High	Low	Medium	ATTIR Total
Metro D Desktop Support	Denise Wardle	0 0.00	45 0.18	1 0.08	46 0.18
	Dusty Serr	0 0.00	40 0.16	0 0.00	40 0.16
	Eldon Jenson	1 0.00	37 0.37	0 0.00	38 0.36
	Greg Clawson	0 0.00	127 0.00	0 0.00	127 0.00
	Jon Hager	1 0.00	89 0.00	0 0.00	90 0.00
	Kevin Perry	0 0.00	1 0.69	0 0.00	1 0.69
	Lynn McCrary	0 0.00	2 0.00	0 0.00	2 0.00
	Matthew Earl	0 0.00	42 0.00	0 0.00	42 0.00
	Michael Schmidt	0 0.00	62 0.54	0 0.00	62 0.54
	Paul Gedge	0 0.00	10 0.15	4 0.00	14 0.11
	Philip Henderson	0 0.00	78 0.21	0 0.00	78 0.21

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		High	Low	Medium	ATTIR Total
Metro D Desktop Support	Rod Tucker	0 0.00	26 0.00	0 0.00	26 0.00
	Steve Gibb	1 0.16	23 0.36	1 0.08	25 0.34
	Tina West	0 0.00	37 0.96	0 0.00	37 0.96
	Assigned to Individual Total	3 0.05	619 0.20	6 0.03	628 0.20
Assigned Group Total		3 0.05	619 0.20	6 0.03	628 0.20

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## Metro D Desktop Support

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
		High	Low	Medium	MR Total
Metro D Desktop Support	Denise Wardle	0 0	45 7	1 0	46 7
	Dusty Serr	0 0	40 2	0 0	40 2
	Eldon Jenson	1 0	37 0	0 0	38 0
	Greg Clawson	0 0	127 0	0 0	127 0
	Jon Hager	1 0	89 0	0 0	90 0
	Kevin Perry	0 0	1 0	0 0	1 0
	Lynn McCrary	0 0	2 0	0 0	2 0
	Matthew Earl	0 0	42 0	0 0	42 0
	Michael Schmidt	0 0	62 1	0 0	62 1
	Paul Gedge	0 0	10 2	4 0	14 2
	Philip Henderson	0 0	78 3	0 0	78 3

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## Metro D Desktop Support

		High	Low	Medium	MR Total
Metro D Desktop Support	Rod Tucker	0 0	26 0	0 0	26 0
	Steve Gibb	1 0	23 3	1 0	25 3
	Tina West	0 0	37 2	0 0	37 2
	Assigned to Individual Total	3 0	619 20	6 0	628 20
Assigned Group Total		3 0	619 20	6 0	628 20



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## Metro D Desktop Support

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
		High	Low	Medium	ATTR Total
Metro D Desktop Support	Denise Wardle	0 0.00	45 2.32	1 0.08	46 2.27
	Dusty Serr	0 0.00	40 2.13	0 0.00	40 2.13
	Eldon Jenson	1 0.12	37 1.61	0 0.00	38 1.57
	Greg Clawson	0 0.00	127 0.05	0 0.00	127 0.05
	Jon Hager	1 0.00	88 0.00	0 0.00	89 0.00
	Kevin Perry	0 0.00	1 2.76	0 0.00	1 2.76
	Lynn McCrary	0 0.00	2 1.29	0 0.00	2 1.29
	Matthew Earl	0 0.00	42 0.00	0 0.00	42 0.00
	Michael Schmidt	0 0.00	62 1.53	0 0.00	62 1.53
	Paul Gedge	0 0.00	10 3.73	4 0.59	14 2.83

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## Metro D Desktop Support

		High	Low	Medium	ATTR Total
Metro D Desktop Support	Philip Henderson	0 0.00	77 1.84	0 0.00	77 1.84
	Rod Tucker	0 0.00	26 0.00	0 0.00	26 0.00
	Steve Gibb	1 0.25	23 6.59	1 2.22	25 6.16
	Tina West	0 0.00	37 1.80	0 0.00	37 1.80
	Assigned to Individual Total	3 0.12	617 1.22	6 0.78	626 1.21
Assigned Group Total		3 0.12	617 1.22	6 0.78	626 1.21

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### Detail

<b>INC000000497721</b>	Lynne Nilson Metro D Desktop Support	PC/Laptop Eldon Jenson	Hardware Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.47 5.79
<b>INC000000501188</b>	Brenda Purser Metro D Desktop Support	Application Michael Schmidt	Error Health	BMI Low	Closed	TIR Missed: No TTR Missed: No	0.94 1.06
<b>INC000000501812</b>	Candace Bleazard Metro D Desktop Support	Application Michael Schmidt	Error Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.25 0.32
<b>INC000000502160</b>	Kevin Anderson Metro D Desktop Support	PC/Laptop Michael Schmidt	Hardware Governor's Office	None Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.90
<b>INC000000503249</b>	Lynne Nilson Metro D Desktop Support	Application Michael Schmidt	None Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.67 1.53
<b>INC000000503317</b>	Andrea Kofoed Metro D Desktop Support	Print/Copy/Scan/Fax Michael Schmidt	Incident Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.93 2.37
<b>INC000000504003</b>	Betsi Patino Metro D Desktop Support	Print/Copy/Scan/Fax Steve Gibb	Error Code Health	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.27 6.19
<b>INC000000504835</b>	Allison Rondeau Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.18 3.62
<b>INC000000505990</b>	Darin Dennis Metro D Desktop Support	Mobile Devices Michael Schmidt	Error Health	iPhone Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.53
<b>INC000000506363</b>	Jeff Hanson Metro D Desktop Support	PC/Laptop Tina West	Hardware Veteran's Affairs	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 1.43
<b>INC000000506429</b>	Edna Allred Metro D Desktop Support	Network Tina West	Error Veteran's Affairs	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.22 0.80
<b>INC000000507220</b>	Athena Carolan Metro D Desktop Support	Application Eldon Jenson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
<b>INC000000507230</b>	Lynne Nilson Metro D Desktop Support	None Eldon Jenson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 5.64
<b>INC000000507311</b>	Randy Jenson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000507313</b>	Pat Nelson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000507315</b>	Clark Burgess Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000507317</b>	Gordon Brown	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000507337</b>	John W Radmall	Network	Password	Women, Infant, and Children N	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000507401</b>	Linda Abel	Application	Error	None	TIR Missed: No	0.19
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.34
<b>INC000000507412</b>	Vicki Needham	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.10
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: N/A	
<b>INC000000507427</b>	Jennifer L Bryant	PC/Laptop	Hardware	None	TIR Missed: No	0.62
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.47
<b>INC000000507460</b>	Everett Taylor	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	2.23
<b>INC000000507466</b>	Purita Buck	Application	Error	Novell GroupWise	TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.16
<b>INC000000507543</b>	Deepa Ramkumar	PC/Laptop	Password	None	TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.95
<b>INC000000507608</b>	David Stoddard	Network	None	None	TIR Missed: No	0.18
	Metro D Desktop Support	Eldon Jenson	Governor's Office	Low Closed	TTR Missed: No	2.74
<b>INC000000507647</b>	Tom Munson	PC/Laptop	Error	None	TIR Missed: No	0.56
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	6.39
<b>INC000000507673</b>	Robert Hougaard	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000507676</b>	Clint Burfitt	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000507678</b>	Jed Christenson	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000507681</b>	Mary Jane Vanderlinden	Application	Error	WinWam Software	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000507682</b>	Sherri Petersen	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000507684</b>	Sherri Petersen	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000507686</b>	Bracken Davis	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

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<b>INC000000507689</b>	Carla Johnson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000507734</b>	John Nicolaisen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03
<b>INC000000507939</b>	Sherri Petersen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000507959</b>	Brian Paoli	Application	Error	None		TIR Missed: No	0.11
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.54
<b>INC000000507983</b>	Susan Griffing	Server	Error	None		TIR Missed: No	0.11
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	109.49
<b>INC000000508004</b>	Shawnee Ariotti	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508032</b>	Ben Sutter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.63
<b>INC000000508036</b>	Keri Whitley	Application	Error	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508060</b>	Shellee Smith	Application	Error	Internet Explorer		TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.66
<b>INC000000508094</b>	Jennifer Sullivan	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508101</b>	Lee Eschler	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.14
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	45.71
<b>INC000000508117</b>	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508145</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508146</b>	Ben Sutter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508157</b>	Liquor Store 12	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000508161</b>	Liquor Store 12	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000508162</b>	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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<b>INC000000508163</b>	Liquor Store 12	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000508164</b>	Liquor Store 08	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000508184</b>	Liquor Store 09	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000508187</b>	Jim Goddard	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508289</b>	Evelyn Gowans	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.74
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.06
<b>INC000000508309</b>	Sheri Sasaki	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.47
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.33
<b>INC000000508319</b>	Steve Ipsen	PC/Laptop	None	None		TIR Missed: No	0.61
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.77
<b>INC000000508366</b>	Kate Staker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.17
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	7.82
<b>INC000000508454</b>	Gertrudys Adkins	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000508540</b>	Brenda Rogers	Network	Password	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508549</b>	Nancy Betzing	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000508556</b>	Jack Wilbur	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000508561</b>	Jan Reinhart	Application	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000508574</b>	Sue Mounteer	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000508625</b>	Blake Minardi	Application	Error	None		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.32
<b>INC000000508645</b>	Cassandra Fairclough	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.57
<b>INC000000508685</b>	Athena Carolan	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.05

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<b>INC000000508689</b>	Karen Coats	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.00
<b>INC000000508692</b>	Cassandra Fairclough	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.96
<b>INC000000508736</b>	Shauna Nelson	Network	Password	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508797</b>	Shannon Skiles	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
<b>INC000000508814</b>	Ali Freeman	Network	Error	None		TIR Missed: No	0.38
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.98
<b>INC000000508905</b>	Bonnie Ostler	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508931</b>	Bonnie Ostler	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000508955</b>	Krysta Badger	Application	None	Mozilla Firefox		TIR Missed: No	0.63
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.07
<b>INC000000509028</b>	Becky McBride	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000509050</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000509087</b>	Vicki Needham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509089</b>	Carla Johnson	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509094</b>	Michelle Jack	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509100</b>	Drew Matthews	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509106</b>	Kristopher Watson	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509117</b>	Tamra Watson	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509143</b>	Nancy Betzing	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000509157</b>	Drew Matthews Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
<b>INC000000509217</b>	Sheila Trott Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.31 2.80
<b>INC000000509293</b>	Patsy Tingey Metro D Desktop Support	Application Eldon Jenson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.57 2.81
<b>INC000000509310</b>	Marie Aschliman Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 1.79
<b>INC000000509348</b>	Helen Sadik-Macdonald Metro D Desktop Support	Application Dusty Serr	None Natural Resources	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.88 1.21
<b>INC000000509375</b>	Dana Dolsen Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509414</b>	Cindy Pitcher Metro D Desktop Support	Application Matthew Earl	Error Non-state	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509477</b>	Carmen Dickson Metro D Desktop Support	PC/Laptop Eldon Jenson	Hardware Health	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.06 1.39
<b>INC000000509581</b>	Eunetta Button Metro D Desktop Support	None Tina West	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000509583</b>	Mary Nance Metro D Desktop Support	None Tina West	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000509587</b>	Shannon Skiles Metro D Desktop Support	None Tina West	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
<b>INC000000509614</b>	Drew Quinn Metro D Desktop Support	Network Eldon Jenson	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000509638</b>	Deborah Turner Metro D Desktop Support	Application Michael Schmidt	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.05
<b>INC000000509646</b>	Corina Pace Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.97 2.10
<b>INC000000509773</b>	Franki Newton Metro D Desktop Support	EIS Hardware Matthew Earl	Scanner Non-state	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509775</b>	Lori Hardee Metro D Desktop Support	EIS Hardware Matthew Earl	Printer Non-state	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509779</b>	Krysta Badger Metro D Desktop Support	Application Tina West	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.51 2.14



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## Metro D Desktop Support

<b>INC000000509788</b>	Alesha Orton	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000509824</b>	Adrienne Alward	Application	Error	None		TIR Missed: No	0.13
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.67
<b>INC000000509850</b>	Liquor Store 34	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000509856</b>	Liquor Store 05	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000509868</b>	Liquor Store 24	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000509885</b>	Lynn Meinor	PC/Laptop	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.01
<b>INC000000509901</b>	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000509910</b>	Linda Abel	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.31
<b>INC000000509959</b>	Linda Abel	PC/Laptop	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.43
<b>INC000000509994</b>	Stephen Ogilvie	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000509996</b>	Jon Hager	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000510004</b>	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000510005</b>	Liquor Store 12	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000510016</b>	Liquor Store 06	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000510061</b>	Josip Ambrenac	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.20
<b>INC000000510302</b>	Brenda Purser	Application	None	BMI		TIR Missed: Yes	1.99
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.11
<b>INC000000510324</b>	Sandy Eldredge	Application	Error	None		TIR Missed: No	0.55
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.06

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## Metro D Desktop Support

<b>INC000000510343</b>	Cheryl Gunnell	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.96
<b>INC000000510384</b>	Jan Kilpack	Application	Error	Internet Explorer		TIR Missed: No	0.54
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.54
<b>INC000000510385</b>	Sandy Spencer	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.59
<b>INC000000510418</b>	Melissa Leak	None	None	None		TIR Missed: Yes	2.19
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.22
<b>INC000000510445</b>	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000510456</b>	Helen Sadik-Macdonald	Application	Error	None		TIR Missed: No	0.08
	Metro D Desktop Support	Denise Wardle	Natural Resources	Medium	Closed	TTR Missed: No	0.08
<b>INC000000510489</b>	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000510513</b>	Owen Quinonez	Application	Error	None		TIR Missed: No	0.67
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.96
<b>INC000000510514</b>	Blake Minardi	Application	Error	None		TIR Missed: No	0.66
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.68
<b>INC000000510541</b>	Sandy Spencer	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.36
<b>INC000000510555</b>	Mike Hylland	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000510563</b>	Mike Styler	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000510568</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000510684</b>	Linda Abel	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.75
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.61
<b>INC000000510756</b>	Genevieve Greeley	Application	Error	Novell GroupWise		TIR Missed: No	0.84
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.50
<b>INC000000510807</b>	Judy Harris	Network	Password	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000510813</b>	Braden Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.55

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## Metro D Desktop Support

<b>INC000000510817</b>	Judy Harris	Network	Password	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Closed	TTR Missed: No	0.00
<b>INC000000510825</b>	Karen Mortenson	Application	Error	Microsoft Excel	TIR Missed: No	0.66
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.17
<b>INC000000510853</b>	Bonnie Farmer	Network	Password	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low Closed	TTR Missed: No	0.00
<b>INC000000510858</b>	Michael Friedrichs	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.45
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	2.29
<b>INC000000510878</b>	Norman Thurston	Wireless Connectivity	Error	None	TIR Missed: No	0.28
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	5.55
<b>INC000000510895</b>	Leslie McFarlane	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	7.40
<b>INC000000510925</b>	Lori Lovett	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.21
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.68
<b>INC000000510926</b>	Richard Ashcroft	None	None	None	TIR Missed: No	0.02
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	19.09
<b>INC000000510986</b>	Karen Tsuyuki	Network	Performance	None	TIR Missed: No	0.08
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.07
<b>INC000000511137</b>	Deborah Westfall	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.46
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	2.86
<b>INC000000511211</b>	Betsi Patino	Network	Performance	None	TIR Missed: No	0.37
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.49
<b>INC000000511213</b>	Melanie Wallentine	Application	None	None	TIR Missed: No	0.34
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.29
<b>INC000000511246</b>	Annette Leonard	PC/Laptop	None	None	TIR Missed: No	0.41
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.98
<b>INC000000511346</b>	Sue Hopper	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.06
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.99
<b>INC000000511424</b>	Alexandra Davis	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.01
<b>INC000000511528</b>	Becky McBride	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000511597</b>	Randy Harrison	Application	Error	ZENworks for Desktops	TIR Missed: Yes	2.46
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	5.30

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## Metro D Desktop Support

<b>INC000000511617</b>	Lynn Martinez	PC/Laptop	Error	None		TIR Missed: No	0.25
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.42
<b>INC000000511646</b>	Travis Christensen	Application	Error	Reserve America Campground I		TIR Missed: No	0.28
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.51
<b>INC000000511702</b>	Gayle Six	Application	Password	None		TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.07
<b>INC000000511776</b>	Carolyn ellis	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.27
<b>INC000000511808</b>	Shanna Anderson	Application	Error	Adobe Reader		TIR Missed: No	0.31
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.69
<b>INC000000511871</b>	John Holman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000511876</b>	Carmen McDonald	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000511934</b>	John Holman	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000511963</b>	Rick Wardle	Application	Error	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
<b>INC000000511965</b>	Tera Porter	Application	Password	ZENworks for Desktops		TIR Missed: No	0.89
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.06
<b>INC000000512001</b>	Jacky Stokes	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.54
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.78
<b>INC000000512021</b>	Randy Petersen	None	None	None		TIR Missed: No	0.48
	Metro D Desktop Support	Michael Schmidt	Technology Services	Low	Closed	TTR Missed: No	1.09
<b>INC000000512101</b>	Eric Klotz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000512109</b>	Tricia Rawson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.06
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.31
<b>INC000000512134</b>	Nathaniel Ash	Application	None	BMI		TIR Missed: No	0.21
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.30
<b>INC000000512170</b>	Rick Allis	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000512174</b>	Gerald Adams	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Technology Services	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000512236</b>	Riki Rice	Application	Error	Novell GroupWise	TIR Missed: No	0.63
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.95
<b>INC000000512286</b>	Laurie Ocobock	PC/Laptop	Hardware	None	TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.53
<b>INC000000512304</b>	Jenny Allred	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.56
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.19
<b>INC000000512311</b>	Camron Radmall	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000512452</b>	Justina Parsons-Bernstein	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000512488</b>	Jon Hager	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000512492</b>	Stephen Ogilvie	Wireless Connectivity	Error	Ipads	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000512497</b>	Earnest Heward	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000512501</b>	Earnest Heward	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000512503</b>	Shelly Jensen	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000512528</b>	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512529</b>	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512530</b>	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512531</b>	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512532</b>	Liquor Store 15	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512533</b>	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000512534</b>	Liquor Store 23	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000512535</b>	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000512536</b>	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000512661</b>	Heather Bush	Application	None	Novell GroupWise		TIR Missed: No	0.21
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.35
<b>INC000000512667</b>	Penny Hulse	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000512701</b>	Liquor Store 31	Application	Reporting	Triversy Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000512722</b>	Linda Winterton	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000512772</b>	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000512783</b>	Rhianna Christopher	PC/Laptop	Hardware	None		TIR Missed: No	0.82
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	6.09
<b>INC000000512831</b>	Marisha Kissell	Application	Error	None		TIR Missed: Yes	1.10
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.33
<b>INC000000512848</b>	Chaitanya Nekkalapooi	PC/Laptop	None	None		TIR Missed: No	0.22
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.70
<b>INC000000512869</b>	Magali Cromar	Network	Password	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000512937</b>	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000513016</b>	James Pingree	Application	Error	BMI		TIR Missed: No	0.84
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.68
<b>INC000000513065</b>	Allison Crosby	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000513167</b>	Jason Stewart	None	None	None		TIR Missed: No	0.90
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.53
<b>INC000000513213</b>	Amber Kelly	Application	Error	Adobe Acrobat		TIR Missed: No	0.29
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.79
<b>INC000000513227</b>	Nathan Owens	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.83

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## Metro D Desktop Support

<b>INC000000513257</b>	Edwin Espinel	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	7.75
<b>INC000000513266</b>	Russ Emery	PC/Laptop	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.70
<b>INC000000513395</b>	Linda Trujillo	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Human Resource Management	Low	Closed	TTR Missed: No	0.06
<b>INC000000513398</b>	Emily K Holmes	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.73
<b>INC000000513401</b>	Cassandra Opheikens	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Human Resource Management	Low	Closed	TTR Missed: No	0.21
<b>INC000000513405</b>	Shannon Skiles	None	None	None		TIR Missed: No	0.14
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.86
<b>INC000000513440</b>	Erica Moreno	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000513442</b>	Sandra Johnson	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000513654</b>	Allison Rondeau	Application	Error	BlueZone		TIR Missed: No	0.81
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.06
<b>INC000000513667</b>	Rosemary VanderMeyden	Application	Error	Novell GroupWise		TIR Missed: Yes	1.20
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.15
<b>INC000000513714</b>	Scott Ellis	PC/Laptop	Error	None		TIR Missed: No	0.44
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.97
<b>INC000000513734</b>	Chris Gee	Application	Error	Citrix ICA Client		TIR Missed: No	0.49
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.49
<b>INC000000513746</b>	Shawna West	None	None	None		TIR Missed: No	0.35
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.35
<b>INC000000513771</b>	Daniel King	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.87
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.87
<b>INC000000513814</b>	Erin Olsen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.01
<b>INC000000513816</b>	Shelly Phillips	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
<b>INC000000513886</b>	Connie Burnside	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Attorney General	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000513894</b>	Stephen Ogilvie	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000513909</b>	Amy Davidson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000513917</b>	Doug Pearson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000513926</b>	Erica Moreno	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000513942</b>	Linda Abel	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.79
<b>INC000000513944</b>	Chris Gee	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.74
<b>INC000000513947</b>	Linda Abel	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.75
<b>INC000000514022</b>	Suzette Fowlks	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000514055</b>	Vera D Pitt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.69
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	2.76
<b>INC000000514155</b>	Lois Bloebaum	Application	None	None		TIR Missed: Yes	1.81
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	4.35
<b>INC000000514163</b>	Lynn Meinor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.17
<b>INC000000514213</b>	Pavel Milyavskiy	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514220</b>	Taylor Payne	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000514232</b>	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000514234</b>	Cody James	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000514246</b>	Rosalee Norton	Application	Error	Content Manager		TIR Missed: No	0.63
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.29
<b>INC000000514294</b>	Stefanie Michaelson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00



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## Metro D Desktop Support

<b>INC000000514322</b>	Bonnie Ostler	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000514323</b>	Natali Rajceвич	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.42
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.23
<b>INC000000514351</b>	Cody James	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000514352</b>	Linda Lewis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000514353</b>	Jon Hager	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000514453</b>	Gene Cottrell	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.01
<b>INC000000514467</b>	Candace Bleazard	None	None	None		TIR Missed: Yes	6.62
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: Yes	6.62
<b>INC000000514468</b>	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514473</b>	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514477</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514478</b>	Liquor Store 04	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514480</b>	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514486</b>	Liquor Store 04	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514487</b>	Jacob (Jake) J. Fitiseman	Application	Error	Novell GroupWise		TIR Missed: Yes	1.05
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.05
<b>INC000000514490</b>	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514494</b>	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514495</b>	Andrew Ozmun	Application	Error	Microsoft Access 2007		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.72

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## Metro D Desktop Support

<b>INC000000514500</b>	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000514503</b>	Liquor Store 04 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000514505</b>	Liquor Store 09 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000514506</b>	Meghan Baruth Metro D Desktop Support	PC/Laptop Philip Henderson	None Health	None Low	TIR Missed: Yes TTR Missed: No	1.72 4.17
<b>INC000000514581</b>	Natali Rajceovich Metro D Desktop Support	PC/Laptop Philip Henderson	None Health	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.05
<b>INC000000514591</b>	Adrienne Alward Metro D Desktop Support	None Tina West	None Health	None Low	TIR Missed: No TTR Missed: No	0.58 1.58
<b>INC000000514637</b>	Lena Ward Metro D Desktop Support	PC/Laptop Michael Schmidt	Performance Governor's Office	None Low	TIR Missed: No TTR Missed: No	0.75 1.57
<b>INC000000514690</b>	Gayle Allred Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.28 4.53
<b>INC000000514691</b>	Lori Savoie Metro D Desktop Support	None Michael Schmidt	None Health	None Low	TIR Missed: No TTR Missed: No	0.26 0.26
<b>INC000000514721</b>	Kathy Paras Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	None Low	TIR Missed: No TTR Missed: No	0.00 1.71
<b>INC000000514747</b>	Michelle Watts Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 1.15
<b>INC000000514749</b>	Carolyn Lund Metro D Desktop Support	Application Michael Schmidt	Error Health	None Low	TIR Missed: No TTR Missed: No	0.59 0.59
<b>INC000000514750</b>	Michelle Imperiale Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 1.18
<b>INC000000514753</b>	Linda Trujillo Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 1.09
<b>INC000000514794</b>	Marian Capito Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Human Resource Management	None Low	TIR Missed: No TTR Missed: No	0.00 0.35
<b>INC000000514826</b>	Liquor Store 23 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000514828</b>	Liquor Store 37 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Metro D Desktop Support

<b>INC000000514830</b>	Liquor Store 30	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514833</b>	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514841</b>	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514883</b>	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514884</b>	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514885</b>	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514904</b>	Liquor Store 16	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514905</b>	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514906</b>	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514907</b>	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514908</b>	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514909</b>	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514910</b>	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514911</b>	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514912</b>	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514913</b>	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000514914</b>	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000514915</b>	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515094</b>	Marisha Kissell	Application	Error	Novell Messenger	TIR Missed: No	0.11
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.45
<b>INC000000515122</b>	Janell Hall	Application	Error	Internet Explorer	TIR Missed: No	0.51
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.90
<b>INC000000515128</b>	Don Staley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.29
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	1.84
<b>INC000000515202</b>	Jennifer Green	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.29
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.85
<b>INC000000515301</b>	Linda Abel	Application	None	None	TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	3.49
<b>INC000000515312</b>	Laura Lee Detton	Application	Error	Microsoft Access	TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	3.33
<b>INC000000515395</b>	Liquor Store 19	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515397</b>	Melissa Leak	Application	Error	None	TIR Missed: No	0.37
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.42
<b>INC000000515461</b>	Al Yardley	Application	None	None	TIR Missed: No	0.18
	Metro D Desktop Support	Tina West	Veteran's Affairs	Low Closed	TTR Missed: No	0.31
<b>INC000000515476</b>	Phillip Gresham	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.23
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	0.53
<b>INC000000515521</b>	Colleen Murphy	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
<b>INC000000515534</b>	Leslie Clark	Application	None	Microsoft Excel	TIR Missed: No	0.13
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.60
<b>INC000000515689</b>	Liquor Store 45	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515695</b>	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515765</b>	Edna Allred	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Veteran's Affairs	Low Closed	TTR Missed: No	0.05
<b>INC000000515786</b>	Arlene Thatcher	Application	Reporting	Microsoft Word	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000515787</b>	Arlene Thatcher	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000515788</b>	Jon Hager	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000515791</b>	William Holt	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000515805</b>	Rick Allis	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000515828</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515829</b>	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000515831</b>	Liquor Store 15	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	4.36
<b>INC000000515837</b>	Christine Jones	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.96
<b>INC000000515850</b>	Russell Barrus	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	8.73
<b>INC000000515976</b>	Scott Mcfarlane	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000516002</b>	Angela Rhoades	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.67
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.03
<b>INC000000516003</b>	Ranae Powell	Application	Error	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low Closed	TTR Missed: No	0.00
<b>INC000000516024</b>	Jeff Briggs	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000516136</b>	Carrie Reed	Application	Error	CapNet	TIR Missed: No	0.25
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	0.79
<b>INC000000516374</b>	Shannon Skiles	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.02
<b>INC000000516432</b>	Jason Eddins	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000516488</b>	Al Yardley	Application	Error	Microsoft Word	TIR Missed: No	0.09
	Metro D Desktop Support	Tina West	Veteran's Affairs	Low Closed	TTR Missed: No	0.92

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## Metro D Desktop Support

<b>INC000000516490</b>	Allison Rondeau	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.83
<b>INC000000516513</b>	Dorrie Reese	PC/Laptop	Error	None		TIR Missed: No	0.59
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.05
<b>INC000000516567</b>	Scott Ellis	Application	None	PGP		TIR Missed: No	0.42
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.42
<b>INC000000516590</b>	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000516597</b>	Lynn Meinor	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.16
<b>INC000000516599</b>	David Antell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.97
<b>INC000000516602</b>	Megan Evans	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.94
<b>INC000000516605</b>	Gene Cottrell	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.94
<b>INC000000516606</b>	Megan Evans	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.93
<b>INC000000516615</b>	Bonnie Ostler	EIS Hardware	Scanner	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000516802</b>	Jay Schvaneveldt	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000516804</b>	John Curless	Application	Error	Novell GroupWise		TIR Missed: Yes	1.05
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.46
<b>INC000000516806</b>	Sushma Karna	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000516807</b>	Carmen Dickson	None	None	None		TIR Missed: No	0.80
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: Yes	6.47
<b>INC000000516810</b>	Ronald Larsen	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000516815</b>	Marjorie Moore	Application	Error	Microsoft Access		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000516844</b>	Jon Hager	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000516852</b>	Jon Hager	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000516880</b>	Janet Scarlet	Application	None	None		TIR Missed: No	0.46
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.94
<b>INC000000516903</b>	Dulce Diez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.45
<b>INC000000516962</b>	Bryan Christensen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.68
<b>INC000000516983</b>	Cassandra Fairclough	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.72
<b>INC000000517005</b>	Patrice Morley	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.55
<b>INC000000517006</b>	Louise Eutropius	Application	Password	Novell GroupWise		TIR Missed: No	0.72
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.60
<b>INC000000517013</b>	Carmen Dickson	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.90
<b>INC000000517123</b>	Liquor Store 14	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517128</b>	Liquor Store 08	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517129</b>	Liquor Store 08	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517200</b>	Clark Adams	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000517442</b>	Carmen Dickson	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.78
<b>INC000000517451</b>	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517459</b>	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517463</b>	Liquor Store 43	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000517507</b>	Crystal Forbes	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000517510</b>	Doreen Radford	Application	Error	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low Closed	TTR Missed: No	0.00
<b>INC000000517511</b>	John W Radmall	PC/Laptop	Password	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517622</b>	Pavel Milyavskiy	Application	Error	Java Platform SE	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517625</b>	Jed Christenson	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000517636</b>	Pavel Milyavskiy	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517642</b>	Raymond Loveless	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000517647</b>	Jon Hager	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517648</b>	Jon Hager	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517689</b>	John W Radmall	Application	Error	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517694</b>	Angela Sorrells	Application	Error	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000517774</b>	Brenda Purser	Application	Error	BMI	TIR Missed: Yes	1.24
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	4.41
<b>INC000000517906</b>	Drew Quinn	Application	Error	BMI	TIR Missed: No	0.38
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.42
<b>INC000000517968</b>	Dean Healey	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.28
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low Closed	TTR Missed: N/A	
<b>INC000000518002</b>	Scott Ellis	Application	Error	None	TIR Missed: No	0.04
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.52
<b>INC000000518038</b>	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000518061</b>	Tim Morley	Application	Password	PGP	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	0.05
<b>INC000000518063</b>	Eric Millis	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.97
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	1.02



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## Metro D Desktop Support

<b>INC000000518167</b>	Ann J Carrillo	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: No	0.85
<b>INC000000518209</b>	Janet Scarlet	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.32
<b>INC000000518226</b>	Michael Green	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Governor's Office	Low	Closed	TTR Missed: No	2.01
<b>INC000000518230</b>	Philip Henderson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Technology Services	Low	Closed	TTR Missed: No	2.04
<b>INC000000518292</b>	Betsi Patino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.02
<b>INC000000518376</b>	Sharon Neves	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000518381</b>	Derek Rowley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000518516</b>	Athena Carolan	Application	Error	Adobe Reader		TIR Missed: No	0.13
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.77
<b>INC000000518542</b>	Scott Ellis	Server	Error	None		TIR Missed: No	0.48
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.85
<b>INC000000518567</b>	James Stearns	Application	Error	Symantec AntiVirus		TIR Missed: No	0.15
	Metro D Desktop Support	Michael Schmidt	Technology Services	Low	Closed	TTR Missed: No	0.74
<b>INC000000518669</b>	Amanda Yoshida	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.21
<b>INC000000518692</b>	Catherine Groseclose	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.05
<b>INC000000518789</b>	Rocio Ramos	Network	Error	None		TIR Missed: No	0.15
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.44
<b>INC000000518797</b>	Jason Eddins	None	None	None		TIR Missed: No	0.12
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: Yes	22.36
<b>INC000000518860</b>	Darin Dennis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.08
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.86
<b>INC000000518896</b>	Rocio Ramos	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.90
<b>INC000000518936</b>	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000518939</b>	Liquor Store 15 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518940</b>	Liquor Store 37 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518941</b>	Liquor Store 02 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518944</b>	Liquor Store 44 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518947</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518951</b>	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000518968</b>	Kellie Baxter Metro D Desktop Support	PC/Laptop Philip Henderson	Error Health	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
<b>INC000000519233</b>	Connie Burnside Metro D Desktop Support	None Denise Wardle	None Attorney General	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000519250</b>	Lynn Martinez Metro D Desktop Support	Application Tina West	Error Health	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	1.19 3.92
<b>INC000000519284</b>	Susan Zarekarizi Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 3.32
<b>INC000000519319</b>	Kelly Horne Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000519342</b>	Cheryl Gustin Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.82
<b>INC000000519358</b>	Brenda Purser Metro D Desktop Support	Application Tina West	None Health	BMI Low	Closed	TIR Missed: No TTR Missed: No	0.40 2.44
<b>INC000000519429</b>	Cheryl Gustin Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000519515</b>	Robert Rolfs Metro D Desktop Support	Application Steve Gibb	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.62
<b>INC000000519610</b>	Liquor Store 41 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000519618</b>	Liquor Store 36 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Metro D Desktop Support

<b>INC000000519622</b>	Liquor Store 36	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000519648</b>	Linda Auger	Network	Performance	None	TIR Missed: No	0.88
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.52
<b>INC000000519694</b>	Anna Fondario	PC/Laptop	Hardware	None	TIR Missed: No	0.42
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.46
<b>INC000000519725</b>	Katherine Creighton	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000519776</b>	Cyndi Bemis	None	None	None	TIR Missed: No	0.48
	Metro D Desktop Support	Michael Schmidt	Health	Low Closed	TTR Missed: No	1.46
<b>INC000000519800</b>	Susanne Knight	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.10
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.73
<b>INC000000519823</b>	Vanonda Kern	PC/Laptop	None	None	TIR Missed: Yes	1.44
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.57
<b>INC000000519853</b>	Larry Dalton	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000519868</b>	Lee Eschler	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000520070</b>	Pat Berubee	Application	Error	Novell GroupWise	TIR Missed: Yes	1.06
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.56
<b>INC000000520151</b>	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520158</b>	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520164</b>	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520170</b>	Pam Perri	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.29
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	1.39
<b>INC000000520234</b>	Winfred Pauley	PC/Laptop	Performance	None	TIR Missed: No	0.67
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.83
<b>INC000000520317</b>	Melanie Wallentine	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.52
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.60
<b>INC000000520352</b>	Joseph B Petersen	Application	Reporting	PGP	TIR Missed: No	0.52
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.17

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## Metro D Desktop Support

<b>INC000000520371</b>	Angela Sorrells	Application	Error	Women, Infant, and Children N	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low Closed	TTR Missed: No	0.00
<b>INC000000520415</b>	Dale Bartholomew	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.33
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: Yes	12.12
<b>INC000000520419</b>	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520423</b>	Liquor Store 36	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520425</b>	Liquor Store 01	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520426</b>	Liquor Store 24	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520428</b>	Liquor Store 26	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520436</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520440</b>	Liquor Store 06	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520444</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520459</b>	David Patton	None	None	None	TIR Missed: No	0.16
	Metro D Desktop Support	Steve Gibb	Health	High Closed	TTR Missed: No	0.25
<b>INC000000520486</b>	Bill Garner	Application	Error	Surveillix Surveillance Systems	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low Closed	TTR Missed: No	0.00
<b>INC000000520557</b>	Tony Hess	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Technology Services	Low Closed	TTR Missed: No	0.04
<b>INC000000520567</b>	John Strong	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	3.61
<b>INC000000520616</b>	Tracy Wing	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000520684</b>	Tracy Wing	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low Closed	TTR Missed: No	0.00
<b>INC000000520727</b>	Debbie Stufflebeam	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000520817</b>	Cindy Huish	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
<b>INC000000520832</b>	Dorrie Reese	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.41
<b>INC000000520839</b>	Carmen Dickson	None	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.30
<b>INC000000520873</b>	Tracy Wing	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000520889</b>	Boyd Clayton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000520891</b>	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520893</b>	Liquor Store 21	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520894</b>	Liquor Store 28	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520895</b>	Liquor Store 03	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520896</b>	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520941</b>	Gayla Whitaker	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.55
<b>INC000000520944</b>	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520960</b>	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000520979</b>	Dennis Tingey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.50
<b>INC000000521019</b>	Boyd Clayton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	2.55
<b>INC000000521021</b>	Pam Perri	Network	Performance	Novell Client for 32-bit Windows		TIR Missed: Yes	1.50
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.93
<b>INC000000521056</b>	Joannah Sparks	Application	Error	State Payroll Time Entry System		TIR Missed: Yes	1.02
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.23

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## Metro D Desktop Support

<b>INC000000521084</b>	Susanne Knight	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.39
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.61
<b>INC000000521086</b>	Robert Sonoda	Application	Error	Systm Microsoft Windows XP Pi		TIR Missed: No	0.23
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.93
<b>INC000000521144</b>	Linda Beus	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.21
	Metro D Desktop Support	Dusty Serr	Human Resource Management	Low	Closed	TTR Missed: No	2.31
<b>INC000000521191</b>	John Slade	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.98
<b>INC000000521269</b>	Angela Sorrells	Application	Error	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521301</b>	Sara Lealos	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521310</b>	Russel Knight	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521313</b>	Dale Kunze	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521314</b>	Randy Jenson	Application	Reporting	Symantec AntiVirus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521325</b>	Jon Hager	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521326</b>	Chris Crnich	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521337</b>	Richard Kurzban	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Technology Services	Low	Closed	TTR Missed: No	0.13
<b>INC000000521339</b>	Amy Schouten	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.13
<b>INC000000521346</b>	Diane Kimmerle	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	High	Closed	TTR Missed: No	0.12
<b>INC000000521347</b>	Carmen Dickson	Network	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.11
<b>INC000000521518</b>	Julia Hall	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.69
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.39
<b>INC000000521523</b>	Karen Peterson	Network	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.49

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## Metro D Desktop Support

<b>INC000000521524</b>	Cheryl Gustin	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000521528</b>	Blake Anderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.47
<b>INC000000521565</b>	Liquor Store 05	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521572</b>	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521574</b>	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521577</b>	Liquor Store 34	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521581</b>	Liquor Store 06	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521585</b>	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521591</b>	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521603</b>	Liquor Store 17	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521694</b>	Bob Hanover	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000521749</b>	David H Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521751</b>	Noel McSpadden Jr	Application	Reporting	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000521754</b>	Jon Hager	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521759</b>	Jon Hager	PC/Laptop	Hardware	Equipment Inventory System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521761</b>	Jon Hager	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000521779</b>	Crystal Forbes	Application	Error	Women, Infant, and Children Nu		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000521795</b>	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000521851</b>	Debbie Robinson	PC/Laptop	Virus	None		TIR Missed: No	0.32
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	3.63
<b>INC000000521857</b>	Roger Wilson	PC/Laptop	Hardware	None		TIR Missed: No	0.33
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	6.47
<b>INC000000521923</b>	Julia Hall	Application	Error	Microsoft Word		TIR Missed: No	0.51
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.86
<b>INC000000522000</b>	Liquor Store 03	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	2.54
<b>INC000000522195</b>	David Meadows	Application	Error	Microsoft Excel		TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.23
<b>INC000000522248</b>	Liquor Store 22	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000522336</b>	Betty Foster	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.69
<b>INC000000522367</b>	Gene Cottrell	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.55
<b>INC000000522397</b>	Melanie Wallentine	Network	Error	None		TIR Missed: No	0.38
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.16
<b>INC000000522404</b>	Leslie Heppler	Application	Error	None		TIR Missed: No	0.48
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	2.82
<b>INC000000522406</b>	Liquor Store 35	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000522485</b>	Brad Wolverton	Application	Error	Novell GroupWise		TIR Missed: No	0.15
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	4.46
<b>INC000000522487</b>	Richard Ullrich	PC/Laptop	Virus	None		TIR Missed: Yes	17.59
	Metro D Desktop Support	Tina West	Technology Services	Low	Closed	TTR Missed: Yes	19.39
<b>INC000000522592</b>	Carol Rushton	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000522608</b>	Jon Hager	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522612</b>	Amy Davidson	Application	Error	Licensing		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00



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## Metro D Desktop Support

<b>INC000000522613</b>	Richard Beckstrand	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000522614</b>	Jon Hager	None	None	Equipment Inventory System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522615</b>	Jon Hager	None	None	Surplus		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000522625</b>	Larry Dalton	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000522640</b>	Liquor Store 19	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000522641</b>	Liquor Store 43	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000522642</b>	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000522705</b>	Burdean Wirtz	None	None	None		TIR Missed: Yes	1.49
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.58
<b>INC000000522713</b>	Karen Peterson	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.66
<b>INC000000522744</b>	Wei Zhang	Application	Error	None		TIR Missed: No	0.18
	Metro D Desktop Support	Michael Schmidt	Technology Services	Low	Closed	TTR Missed: No	0.86
<b>INC000000522925</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000523115</b>	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523117</b>	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523122</b>	Lynn Meinor	Wireless Connectivity	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.80
<b>INC000000523124</b>	Janet Scarlet	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.69
<b>INC000000523129</b>	Liquor Store 09	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523147</b>	Liquor Store 29	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000523149</b>	Liquor Store 37 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523150</b>	Liquor Store 27 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523151</b>	Liquor Store 30 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523152</b>	Liquor Store 41 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523153</b>	Liquor Store 01 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523154</b>	Liquor Store 36 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523155</b>	Liquor Store 44 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523156</b>	Liquor Store 36 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523184</b>	Liquor Store 08 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523185</b>	Liquor Store 38 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523186</b>	Liquor Store 05 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523187</b>	Liquor Store 16 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523190</b>	Liquor Store 36 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523191</b>	Liquor Store 29 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523192</b>	Liquor Store 15 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000523265</b>	Jacob Madsen Metro D Desktop Support	PC/Laptop Philip Henderson	Performance Health	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.02 1.22
<b>INC000000523328</b>	Kathy Paras Metro D Desktop Support	Print/Copy/Scan/Fax Michael Schmidt	Incident Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.97 2.31

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## Metro D Desktop Support

<b>INC000000523372</b>	Carrie Reed	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.51
<b>INC000000523495</b>	Gayle Coombs	EIS Hardware	Printer	None		TIR Missed: No	0.66
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.85
<b>INC000000523514</b>	Angela Sorrells	Application	Error	Women, Infant, and Children N		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000523616</b>	Carolyn Evans	Application	Error	Content Manager		TIR Missed: No	0.18
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.01
<b>INC000000523653</b>	Trisha Keller	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.54
<b>INC000000523796</b>	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523808</b>	Liquor Store 26	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523811</b>	Liquor Store 36	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523812</b>	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523815</b>	Liquor Store 14	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000523825</b>	Wei Zhang	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000523833</b>	Jennifer Biggs	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000523879</b>	Marian West	Application	Error	BlueZone		TIR Missed: No	0.07
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.56
<b>INC000000523930</b>	Helen Sadik-Macdonald	Application	Error	Adobe Acrobat		TIR Missed: No	0.49
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	7.93
<b>INC000000523950</b>	Julie Moore	Application	Error	None		TIR Missed: No	0.73
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.34
<b>INC000000524080</b>	Liquor Store 38	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000524083</b>	Liquor Store 01	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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## Metro D Desktop Support

<b>INC000000524124</b>	Al Yardley	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Veteran's Affairs	Low	Closed	TTR Missed: No	0.04
<b>INC000000524158</b>	Claudette Walcott	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524159</b>	Shelly Jensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524161</b>	Larry Lewis	Network	Password	Ipads		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed	TTR Missed: No	0.00
<b>INC000000524163</b>	Sherie Edginton	Application	Reporting	State Payroll System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524165</b>	Karen Parkes	Application	Reporting	Loans System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524169</b>	Shelly Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524171</b>	Nancy Betzing	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000524173</b>	Jon Hager	PC/Laptop	Hardware	Equipment Inventory System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Closed	TTR Missed: No	0.00
<b>INC000000524175</b>	Dennis Carroll	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	
<b>INC000000524193</b>	Liquor Store 38	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000524194</b>	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000524195</b>	Liquor Store 34	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000524256</b>	Ann Deering	Application	Error	None		TIR Missed: No	0.31
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.36
<b>INC000000524306</b>	Tanayia Pomikala	PC/Laptop	Hardware	None		TIR Missed: No	0.12
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.74
<b>INC000000524313</b>	Alesha Orton	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Closed	TTR Missed: No	0.00
<b>INC000000524343</b>	Carolyn Evans	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.06
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.24

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## Metro D Desktop Support

<b>INC000000524351</b>	Melanie Spencer Metro D Desktop Support	Network Philip Henderson	Incident Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	0.98 7.48
<b>INC000000524378</b>	Ann Deering Metro D Desktop Support	Application Michael Schmidt	Reporting Health	None Low	TIR Missed: No TTR Missed: No	0.74 0.76
<b>INC000000524390</b>	Liquor Store 31 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524430</b>	Linda Schiele Metro D Desktop Support	Application Matthew Earl	Error Health	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524453</b>	Angela Sorrells Metro D Desktop Support	Application Matthew Earl	Error Technology Services	Women, Infant, and Children Nu Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524513</b>	Dee Anne McGuire Metro D Desktop Support	PC/Laptop Philip Henderson	Virus Health	None Low	TIR Missed: No TTR Missed: Yes	0.69 6.29
<b>INC000000524730</b>	Lisa Wimmer Metro D Desktop Support	PC/Laptop Michael Schmidt	Error Health	None Low	TIR Missed: No TTR Missed: No	0.73 1.60
<b>INC000000524796</b>	Liquor Store 21 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524960</b>	Brett Gurney Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	Novell iPrint Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524962</b>	Brett Gurney Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524963</b>	Roberta Valdez Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524972</b>	Jason Eddins Metro D Desktop Support	None Denise Wardle	None Natural Resources	BlackBerry Enterprise Server Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524975</b>	Liquor Store 24 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524976</b>	Liquor Store 11 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524977</b>	Liquor Store 04 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524978</b>	Liquor Store 37 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000524979</b>	Liquor Store 38 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Metro D Desktop Support

<b>INC000000524991</b>	Liquor Store 34 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000525015</b>	Angela Sorrells Metro D Desktop Support	Application Matthew Earl	Error Technology Services	Women, Infant, and Children Nu Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000525045</b>	Tony Wood Metro D Desktop Support	Mobile Devices Dusty Serr	Error Natural Resources	iPhone Low	Resolved	TIR Missed: No TTR Missed: No	0.27 2.43
<b>INC000000525092</b>	Deborah Boren Metro D Desktop Support	PC/Laptop Denise Wardle	Password Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.09 2.23
<b>INC000000525105</b>	Doug Burnett Metro D Desktop Support	Application Dusty Serr	Error Technology Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	0.17 2.10
<b>INC000000525124</b>	Lori Tuckett Metro D Desktop Support	Print/Copy/Scan/Fax Steve Gibb	Incident Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.99 2.48
<b>INC000000525138</b>	Nancy Phillips Metro D Desktop Support	Application Eldon Jenson	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.21 0.68
<b>INC000000525143</b>	Chelsea Hussey Metro D Desktop Support	Application Michael Schmidt	None Health	Adobe InDesign Low	Resolved	TIR Missed: No TTR Missed: No	0.83 1.27
<b>INC000000525153</b>	Liquor Store 01 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000525166</b>	Richard Cumba Metro D Desktop Support	PC/Laptop Eldon Jenson	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.55 1.17
<b>INC000000525198</b>	Jim Springer Metro D Desktop Support	Network Dusty Serr	Error Natural Resources	None Low	Resolved	TIR Missed: No TTR Missed: No	0.23 2.36
<b>INC000000525208</b>	Phyllis Crowley Metro D Desktop Support	Application Matthew Earl	Error Health	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000525221</b>	Mindy A McBride Metro D Desktop Support	EIS Hardware Matthew Earl	Scanner Non-state	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000525246</b>	Dee Anne McGuire Metro D Desktop Support	Application Michael Schmidt	None Health	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.16 4.42
<b>INC000000525288</b>	Ann Deering Metro D Desktop Support	PC/Laptop Eldon Jenson	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.55 1.43
<b>INC000000525385</b>	Sheila Walsh-McDonald Metro D Desktop Support	PC/Laptop Steve Gibb	Error Health	None Medium	Resolved	TIR Missed: No TTR Missed: No	0.08 2.22
<b>INC000000525468</b>	Dayna Christenson Metro D Desktop Support	Application Eldon Jenson	Error Health	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	0.00 2.26

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## Metro D Desktop Support

<b>INC000000525486</b>	Travis Christensen	Application	Error	None		TIR Missed: No	0.06
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	4.07
<b>INC000000525497</b>	Christina Whitlock	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.10
<b>INC000000525597</b>	Ann Deering	Application	None	Medicaid Managed Care System		TIR Missed: No	0.86
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.36
<b>INC000000525620</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Medium	Resolved	TTR Missed: No	1.19
<b>INC000000525620</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Medium	Resolved	TTR Missed: No	1.19
<b>INC000000525620</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Medium	Resolved	TTR Missed: No	0.00
<b>INC000000525620</b>	Paul Gedge	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Paul Gedge	Technology Services	Medium	Resolved	TTR Missed: No	0.00
<b>INC000000525646</b>	Katie Knight	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Non-state	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525670</b>	Justin Crouch	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525675</b>	Vicki Summers	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525778</b>	Amanda Hintz	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525784</b>	Dayna Christenson	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.02
<b>INC000000525828</b>	Sara Lealos	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525831</b>	Jon Hager	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525835</b>	Kelly Oneida	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525836</b>	Derek Rowley	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000525837</b>	Jon Hager	PC/Laptop	Hardware	Equipment Inventory System		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Technology Services	Low	Resolved	TTR Missed: No	0.00